



The Patient's Essential Home Medical Equipment (HME) Order Checklist

Obtaining Durable Medical Equipment (DME) often involves complex paperwork and strict insurance rules. APA Medical specializes in coordinating this process to ensure you get the right equipment with minimal stress. This checklist is your guide to gathering all the necessary information and documents before you call, allowing our team to process your order quickly and secure coverage.

[This checklist ONLY a guide to expedite the processing and delivery of your order. If you don't have all the information or don't know where to begin, please call us and we will help you figure out what is missing.]

Part 1: Your Essential Information and Insurance Details (The "Clarify" Stage)

Having this information ready allows our billing team to immediately check your coverage and clearly explain your financial options.

Item	Status	Details to Gather
Personal Information		Full name, current address, phone number, date of birth.
Primary Insurance Card		Carrier name, policy ID number, group number, and the full name of the primary policyholder.
Secondary Insurance Card		Information for any secondary or supplemental insurance plans.

Prescribing Practitioner Details		Name, phone number, and fax number of the treating doctor or clinician who ordered the equipment.
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Part 2: Required Medical Documentation (The "Coordination" Stage)

Insurance payers, especially Medicare, require specific documentation to prove the equipment is medically necessary. Without these details, the order will be denied or significantly delayed.

Ensure your prescribing practitioner has provided or can provide these items to APA Medical:

Item	Status	Requirement Details for Coverage
Specific Prescription/Order		A written order specifying the exact item of Durable Medical Equipment (DME) or supply needed.
Proof of Face-to-Face Encounter (F2F)		Documentation that you had a recent visit (F2F encounter) with the prescribing practitioner. This is often required and can sometimes be conducted via telehealth.

Detailed Chart Notes		Comprehensive physician chart notes (not just templates or checklists) that detail your specific medical condition.
Diagnosis and Rationale		The notes must include diagnosis codes that align with coverage policies and a clinical rationale explaining your functional limitations that necessitate the specific item.
Timeliness of Notes		All documentation must be current, signed, and dated. Documentation is often required to be generated within a specific timeframe (e.g., six months of delivery).
Specialized Reports (If applicable)		For certain complex equipment, supporting reports are needed.

Part 3: What APA Medical Does Next

Once you connect with APA Medical, our experienced team will take on the heavy administrative lifting through our formalized service process:

- **Clarify:** Our team contacts your insurance to verify benefits, check eligibility, and explain your estimated out-of-pocket costs clearly, preventing surprise bills.
- **Coordinate:** We handle all required paperwork, authorizations, and service agreements, working directly with your doctor's office to ensure all the necessary



documentation (from Part 2) is on file, dated, and signed. This ensures nothing “slips through the cracks” and minimizes claim denial risk.

- **Deliver:** Your equipment is scheduled for delivery and instruction.

Part 4: After Delivery and Long-Term Care

- **Product Setup:** Ensure you receive full, professional instruction on how to use your equipment and any related intensive installations like ramps.
- **Doctor Follow-Up:** For continuous therapies (like Catheter care), it is advisable to schedule a follow-up appointment with your prescribing physician after you have started using the therapy.
- **Resupply:** If your equipment requires regular, ongoing supplies (e.g., incontinence or catheter supplies), APA Medical will work with you to set up a reliable and dependable resupply schedule.

Ready to start your order? **Call APA Medical at 612-722-9000** to speak with our dedicated customer service and billing teams.

Disclaimer

Please consult a healthcare professional for medical advice and care. The information provided by APA Medical is for educational purposes only and is not a substitute for professional medical advice, diagnosis, or treatment.